

THE IMPROVEMENT OF TAXI SERVICE
IN KUANTAN

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ABSTRACT

Commercial Vehicles Licensing Board plays a vital role in issuing taxi permit and Road Transport Department is responsible to supervise and control the taxi operation in order to ensure that satisfactory level of taxi service is being served.

Although different sort of regulations enforced and many methods of controlled have been implemented people still break the rules and making offences. Problems faced by taxi users in Kuantan are varried from problems faced by taxi users in Kuala Lumpur. This is due to the different demographic background and economic growth. In Kuala Lumpur demand for taxi service is surplus. Surplus to the extent that taxi drivers refuse to take any passengers. Taxi drivers didn't afraid to lose their passengers because they know there will always be other users to use their service.

In Kuantan it's different, there's only a small demand for intra-city taxi service. Taxis are not easily available. The unavailability of taxis in Kuantan is the result of too many inter-city taxi service rather than intra-city taxi. Inter-city taxi always stay idle at the terminal waiting for passengers. They seldom more around to find passengers.

Furthermore, people are afraid to use taxi service because of the high fare rate. Taxis in Kuantan do not want to use taxi meter to guide them to decide the fare. They give the fares according to their own discretion. This factor also affect the demand for taxi service.

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